

1 **In the Claims:**

2 Claims 1-27 are pending.

3 Claims 28-66 have been withdrawn as drawn to non-elected subject matter.

4 Pending claims 1-27 are listed below, with revisions shown in redline:

5 1. (Currently Amended) A computer implemented method of
6 providing personal services over a computer network to members of at least
7 one of a plurality of predefined groups, the method comprising ~~the steps of:~~

8 receiving a service request from a user who is a member of one of the
9 groups;

10 determining a user type associated with the service request;

11 providing a menu of service request options corresponding to the
12 determined user type;

13 receiving a ~~selected~~ selection of one of the service request options
14 from the user;

15 determining a service response to the service request based on
16 information related to the user;

17 providing personal services to the user in accordance with the selected
18 service request option and the determined service response; ~~and~~

19 recording interactions while providing the ~~selected~~ selection service
20 ~~request option~~; and

21 presenting statistical information related to the interactions to an
22 administrator associated with the one group.

1 2. (Currently Amended) The computer implemented method
2 according to claim 1, wherein the personal services comprise[[s]] healthcare
3 related services, wherein the groups are respective employers, wherein the
4 user is an employee of one of the employers and is receiving the healthcare
5 related services; and

6 further comprising delivering at least one healthcare-related
7 recommendation to the user, wherein the communication is defined based on
8 rules applicable to the interactions.

9 3. (Original) The computer implemented method according to
10 claim 2, wherein the user type comprises one of a member/employee, a
11 service provider, an administrator, a research service, and a service partner.

12 4. (Original) The computer implemented method according to
13 claim 3, wherein if the user type is member/employee, the menu of service
14 option requests comprises view services available, news, communication,
15 update/create user profile, schedule appointment, immediate consultation,
16 perform transaction, check status, provide feedback/comments.

17 5. (Original) The computer implemented method according to
18 claim 3, wherein if the user type is service provider the menu of service
19 request options comprises news, knowledge base, administration, feedback
20 query, and communication.

21 6. (Currently Amended) The computer implemented method
22 according to claim 3, wherein if the user type is administrator, the menu of
23 service request options comprises news, initiate query, communications, and
24 help request.

1 7. (Original) The computer implemented method according to
2 claim 3, wherein if the user type is research services the service request
3 options comprise news, accessible databases, and queries.

4 8. (Currently Amended) The computer implemented method
5 according to claim 3, wherein ~~if~~ if the user type is service partner the service
6 request options comprise news, performance query, and data/information
7 exchange.

8 9. (Currently Amended) The computer implemented method
9 according to claim 3, wherein ~~the step of~~ recording interactions includes
10 storing information regarding type of service provided, user requesting
11 service, service provider information and recommendations, frequency of
12 service provided by user and/or service provider, outcome information,
13 feedback from user, and performance-metrics.

14 10. (Currently Amended) The computer implemented method
15 according to claim 9, further comprising ~~the steps of~~:

16 calculating outcome data; and

17 providing non-confidential outcome data to a research service.

18 11. (Currently Amended) The computer implemented method
19 according to claim 9, further comprising ~~the steps of~~:

20 ~~calculating service usage by storing data that is generated during a~~
21 service session in which the service request is processed, and classifying the
22 data by user, service type, and outcomes; and

23 providing calculated service usage to an administrator.
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1 12. (Currently Amended) The computer implemented method
2 according to claim 11, further comprising ~~the step of~~:

3 determining, by the administrator, a list of services provided based on
4 the ~~calculated service usage information~~ stored data.

5 13. (Currently Amended) The computer implemented method
6 according to claim 9, further comprising ~~the steps of~~:

7 calculating performance metrics by respective service providers; and
8 ~~provide~~ providing respective performance metrics to the respective
9 service providers.

10 14. (Currently Amended) The computer implemented method
11 according to claim 9, further comprising ~~the steps of~~:

12 calculating performance metrics by service providers;
13 providing calculated performance metrics by service providers to an
14 administrator.

15 15. (Currently Amended) The computer implemented method
16 according to claim 14, further comprising ~~the step of~~:

17 selecting or rewarding/penalizing one or more service providers, by an
18 administrator, based on performance-metrics of the respective service
19 providers.

20 16. (Currently Amended) The computer implemented method
21 according to claim 2, wherein the service response is determined based on
22 information related to ~~the~~ a medical history of the ~~user~~ patient.

23 17. (Currently Amended) The computer implemented method
24 according to claim 2, wherein the service response is determined based on
25 information related to a work schedule of the ~~user~~ patient.

1 18. (Currently Amended) The computer implemented method
2 according to claim 2, wherein the service response is determined based on
3 information related to an estimated condition of the user/patient.

4 19. (Currently Amended) A computer readable data storage medium
5 having program code recorded thereon for providing personal services over a
6 computer network to members of at least one of a plurality of predefined
7 groups, the program code comprising:

8 a first program code that receives a service request from a user who is
9 a member of one of the groups and determines a user type associated with the
10 service request;

11 a second program that provides a menu of service request options
12 based on determined user type;

13 a third program code that receives a ~~selected~~ selection of one of the
14 service request options from the user;

15 a fourth program code that determines a service response to the service
16 request based on information related to the user;

17 a fifth program code that provides personal services in accordance with
18 the selected service request option and the determined service response; ~~and~~

19 a sixth program code that records interactions while providing the
20 selected service request options; and

21 a seventh program code that presents statistical information related to
22 the interactions to an administrator associated with the one group.

1 **20.** (Currently Amended) A system for providing personal services
2 over a computer network to members of at least one of a plurality of
3 predefined groups, the system comprising:

4 a user interface unit for receiving a service request from a user who is
5 a member of one of the groups and determining a user type associated with
6 the service request;

7 a server unit that provides a menu of service request options based on
8 the user type and receives a user selected service request option through the
9 user interface unit, the server unit determining a service response to the
10 service request based on information related to the user and providing
11 personal services to the user in accordance with the selected service request
12 option and the determined service response; and

13 a data storage unit that records ~~all~~ interactions while providing the
14 selected service request option and that presents statistical information
15 related to the interactions to an administrator associated with the one group.

16 **21.** (Original) The system according to claim 20, wherein the
17 interactions recorded in the data storage unit includes storing information
18 regarding type of service provided, user requesting service provider
19 information and recommendations, frequency of service provided by user
20 and/or service provider, outcome information, feedback from user, and
21 performance metrics.

22 **22.** (Original) The system according to claim 21, wherein the server
23 unit calculates outcome data and provides non-confidential outcome data to a
24 research service.
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1 **23.** (Currently Amended) The system according to claim 21, wherein
2 the server unit stores data that is generated during a service session in which
3 the service request is processed, and classifies the data ~~calculates service~~
4 ~~usage~~ by user, service type, and outcomes, and provides calculated service
5 usage data to ~~an~~ the administrator.

6 **24.** (Currently Amended) The system according to claim 21, wherein
7 the server unit calculates performance metrics by service providers, and
8 provides calculated performance metrics to ~~an~~ the administrator.

9 **25.** (Original) The system according, to claim 20, wherein the server
10 unit determines the service response based on a prior history of the user.

11 **26.** (Original) The system according to claim 20, wherein the server
12 unit determines the service response based on information related to a work
13 schedule of the user.

14 **27.** (Original) The system according to claim 20, wherein the server
15 unit determines the service response based on information related to an
16 estimated condition of the user.

17 **28. – 66.** (Withdrawn).
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